

avivo

Supporting everyday needs. *and big dreams*



Your experience, our expertise.



Leading providers of individualised services in aged care,
mental health and disability support across Western Australia



**This is
who
we are.**



We're local

For over 50 years, we've supported the West Australian community to live life. We work with people and families who need support due to disability, ageing or mental ill-health.

We put down roots in WA in the late sixties and today, our experienced teams thrive throughout Perth, the Midwest, Gascoyne and the Wheatbelt.

We're inclusive

We support people from different cultures and backgrounds, and we respect that people live their lives in many different ways.

We build and maintain relationships with people from all walks of life. We're non-denominational and open-minded, and our teams reflect the diverse society we live in.

We're a team

You know your life better than anyone else. That's why we work in partnership with you to develop and provide the services you really need so that you'll be able to make the most of your funding.

This is how we help.



We're friendly

It's important that you feel comfortable letting us into your home and we want to fit seamlessly into your life.

We don't wear uniforms and we don't have branded cars. And that's how we like it.

We listen

You're the one in charge. We work with you to get you where you want to go.

We're committed to people making their own decisions, developing their abilities and growing in their relationships, so we welcome feedback anytime. We want to grow with you.

We're flexible

Your plan is your plan and it needs to work for you. We know that life is ever-changing so the agreement we make with you can change as your circumstances do.

You can choose to take on as much or as little responsibility as you want, like hiring your own support workers or managing your own funding, safe in the knowledge that we've got your back.

This is what we do.



In-home support

We all want to live in our own home. It's about being safe and well in your home and community with the people you choose.

We'll help you live well at home

- * Support to live as independently as possible
- * Support with personal care
- * Help to maintain both physical and mental health
- * Support with domestic activities within the home

Recovery support

All of us experience times when life throws us challenges that can knock us off course and we need some help to reclaim our lives.

We're here to support you to recover at your own pace

- * Support with self-care
- * Support to run your household and daily routines
- * Help to build and maintain your relationships with family and friends
- * Help to explore work, volunteering or educational opportunities
- * Help to connect in your community



Community support

Being connected and involved in our community gives our lives meaning. Whatever your stage of life, we'll support you to get and stay connected.

We'll help you find and join in with things that matter to you

- * Help to locate groups and networks
- * Help with getting there and participating fully
- * Help to develop and maintain friendships
- * Support to develop skills that help boost your confidence

Family and carer support

Families and carers can be the people who make the difference to living our lives and it's important that they keep healthy.

We support carers to take a break, find ways to recharge, develop new skills, get some respite (in and out of the home) and provide opportunities to connect with other people in a carer role.

Nursing

Your health and how you're cared for is essential to you living at home.

Our registered nurses can visit you and provide advice, support, care and training. To ensure that everyone knows how to best care for you, our nurses offer specialised training for families and team members.

This is what we do.



Accommodation support

Are you looking for a way to live in your own home but want some company, practical help, and the security of knowing someone else is there? Or maybe you're looking for a home and would like to share with others?

We support people to establish shared living arrangements such as home-sharing and host family care.

Support coordination

Finding and coordinating the supports and services you need can be challenging. We help you to source and secure the services that will help you achieve your goals. This may include engaging and managing your own team, budgeting and planning for the future, and making decisions on which supports are best for you.

Positive Behaviour Support

Avivo is a registered provider for Positive Behaviour Support (PBS). PBS is a person-centred approach for supporting people in situations where there is a behaviour of concern.

We have a team of registered Behaviour Support Practitioners who will work together with a person, their family and support people to develop strategies that are captured within a Behaviour Support Plan.

The PBS team provide ongoing training and review of outcomes, as well as reports and recommendations to customers and the NDIS to inform the progress of the Behaviour Support Plan.



U-Direct

Our UDirect Team offer services such as support coordination, plan management and a shared management option. Our services are designed to support you to:

- Better understand your NDIS plan
- Engage supports that are meaningful to you - which can include recruiting your own team
- Advising you on your obligations as an employer
- Payroll support
- Helping you to understand all of your funding
- Supporting you to pay your providers in a timely and efficient manner.

Did you know you can use your NDIS funding to buy:

People

Supports and services

Things

Equipment and supplies

Advice

Employment, financial and technical

UDirect

Our team of professionals can help you to explore the different management options that would best suit you and your circumstances. We offer support so that you can have as much control over your plan as you wish, and to reach the fullest potential of your plan.

Advocacy.

We encourage and support you to have independent support or advocacy whenever you require. Here are some independent advocacy organisations that can provide information and assistance with making a complaint.

Advocare

Phone: **(08) 9479 7566**

Regional callers: **1800 655 566**

Advocare work to support and protect the rights of older people in Western Australia through advocacy, information and education

Aged Care Quality and Safety Commission

Phone: **1800 951 822**

The Aged Care Quality and Safety Commission protects and enhances the safety, health, well-being and quality of life of people receiving aged care.

Consumers of Mental Health (CoMHWA)

Phone: **(08) 9258 8911**

CoMHWA is the independent, state-wide, peak body for people with lived/living experience of mental health issues (consumers).

Health and Disability Services Complaints Office (HaDSCO)

Free call: **1800 813 583**

HaDSCO adopts a positive approach to complaint handling as they recognise the inherent value of complaints in terms of opportunities for improvement across the health, disability, and mental health sectors.



NDIS Quality and Safeguards Commission

Free call: **1800 035 544**

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The role of the NDIS Quality and Safeguards Commission is to regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems, and identify areas for improvement.

Office of the Public Advocate

Free call: **1300 858 455**

The Public Advocate is the independent statutory officer promoting and protecting the rights of adult Western Australians with decision-making disabilities to reduce their risk of neglect, exploitation, and abuse.



Ever thought about becoming a Support Worker?

If your heart stands out, you'll fit right in!

Join one of our Neighbourhood Teams and make an impact in your local community.



Find out more today



Do
what it takes



Create
belonging



See
human potential



Challenge
the status quo



Easy English Resources

Avivo has a selection of important documents explained as easy-read resources. These documents are simple to understand with images, short sentences, and logically organised content. Please ask your Avivo contact person if you would like to access them or download them from our website

www.avivo.org.au



Privacy Information

Avivo complies with the Australian Privacy Principles. This ensures that all personal information that Avivo collects is used and managed in accordance with legislation. Avivo will not use your personal information for any other reason apart from reason it was obtained.

Information about you will be kept secure & confidential and only released with your consent.

Avivo maybe legally required to release information in situations such as, Subpoena (requested as part of a court order) Ethical or a Duty of Care (harm to self or others) and safeguarding.

You have the right to access all personal information that Avivo holds. Please contact your Service Coordinator or another member of staff by phone, letter or email or contact us on our website at www.avivo.org.au

For further information please refer to Avivo's Customer Policy and People Policy.



Feedback

We want to know what we're doing well and what we need to improve on. If you have feedback about the services we provide or would like to give a compliment or make a complaint, we'd love to hear from you.

Reach out by:

- * Speaking to an Avivo employee
- * Calling us at **1300 428 486**
- * Emailing us at **hello@avivo.org.au**
- * Filling in the Feedback form on our website **www.avivo.org.au**
- * Writing to us at Feedback Avivo, PO Box 1597, Osborne Park, WA 6916
- * Requesting our Easy Read Feedback form or downloading one from our website **www.avivo.org.au**

In any written feedback, tell us your reason for writing in (feedback, complaint, compliment) and provide details on the option you've chosen.

Providing your name is optional. However, if you would like us to contact you and work with you to resolve any problems, please provide your details.

Note that we try to resolve complaints within 15 days but due to complexities, it may not always be possible. We will keep you informed throughout the process until a resolution has been reached.

All feedback is welcomed and will be handled with confidentiality and discretion. If you need support to give feedback or make a complaint, you can ask a friend, family member, or Avivo employee.

It starts with a conversation.

Get in touch today

We're a registered disability, aged care and mental health service provider - get in touch today!



Call us
1300 428 486



Send us an email
hello@avivo.org.au



Visit our website
avivo.org.au



Follow us on Facebook
facebook.com/avivolivelif



Follow us on Instagram
instagram.com/avivolivelif

